EXHIBIT A
PROFESSIONAL SERVICES
STATEMENT OF WORK
Client Name: County of Santa Barbara, CA
Start Date: March 17, 2014
Estimated End Date: May 2, 2014
Estimated Duration: 40 Days

Overview:
The VCE services associated with County of Santa Barbara's Converged Infrastructure solution are intended to encompass all necessary professional services efforts in manufacturing and deploying the production system, DR system and replication products.

The tasks which have been identified to accomplish this include:
- VCE Manufacturing and Factory Assembly Service (x2)
- VCE Deployment and Implementation Service (x2)
  - Includes documentation finalization and knowledge-transfer session
- RecoverPoint Implementation for Unified Quickstart (x1)

The performance of these services under this SOW shall commence on or about March 17, 2014 or such date upon which the Parties may mutually agree in writing, electronic mail is sufficient. Commencement date is given assuming a purchase order is received by 1pm PST on March 17, 2014.

Prerequisites:
Once the solution design has been agreed upon (either by signature on the VCE Bill of Materials or VCE Configuration Summary) and the purchase order (PO) is received, the following services will begin.

Statement of Work:

TASK 1 – VCE Manufacturing and Factory Assembly Service
- Description:
  - The Manufacturing and Factory Assembly Service MNFGLVL(N)-00-A02 ("Service") describes the build services VCE provides in connection with orders for Vblock^{TM} Infrastructure Platforms in which VCE directly and collectively orders all components.
    VCE performs assembly services at the Franklin, Massachusetts. VCE will (a) install all components listed in the Bill of Materials ("BOM") into standard Vblock system racking, and (b) test the system to verify that all components are performing to design specifications.
- Deliverables:

- Verify system components against the Bill of Materials
- Assemble the Vblock system components into their respective racks
- Configure the assembled Vblock system to VCE compute, network, and storage standards
- Ensure firmware is current to VCE release levels
- Test and validate that all Vblock components are functioning to design specifications
- Time Line:
  - Manufacturing and Assembly service takes place from day of PO being received and ends once shipped from the manufacturing facility – typically 25 days.
- See data sheet attached.

TASK 2 – VCE Deployment and Implementation Service
- Description:
  - Deployment and Implementation Service for Vblock™ System 300 Family and Vblock System 700 Family PSVC-DEP(N)-00-A04 ("Service") provides collaborative planning, design, and onsite/remote deployment and implementation services for Vblock Systems. The Service can help align the scalability, flexibility, and cost saving associated with Vblock Systems to operational objectives. Best practices and proven processes help to ensure nondisruptive integration of Vblock Systems into a customer's environment. This Service also includes an eight-hour interactive customer knowledge-transfer session to maximize the investment in the Vblock Systems.
- Deliverables:
  - Initiate a kickoff meeting in a timely manner to review project scope, expectations, communication plans, and availability of required resources.
  - Determine the engagement process and schedule.
  - Develop a high-level Project Plan with critical-path events and milestones.
  - Gather the business and IT requirements, goals, expectations, and success parameters associated with the VCE Deployment and Implementation Service engagement.
  - Collect customer-supplied documentation to gain an understanding of the existing customer environment from both an operational and technical perspective.
  - Prepare the planning, design, and project deliverables to include design and end-state documentation for the deployed Vblock System. This does not include migration and the training to execute a migration. The migration best practice training will be conducted by pre-sales engineers.
  - Conduct a one-day interactive knowledge-transfer session per system. The knowledge-transfer agenda is tailor-made to the customer's areas of interest. A standard session would include the following topics:
    - Perform Knowledge Transfer on Storage
    - Perform Knowledge Transfer on Networking
    - Perform Knowledge Transfer on Compute

- Time Line:
  - Within days of when PO is received: Project Kickoff
    - Data center requirements, delivery and logistics planning
  - Onsite Deployment and Implementation (estimated 5 days onsite per system); starting 30 days post PO received:
    - Unpack, position, power on and finalize cabling between Vblock System
    - Perform Fault Tolerance and Functionality testing
    - Finalize milestone completion form
    - Engage VCE support
    - Knowledge transfer sessions
- See data sheet attached.

TASK 3 – RecoverPoint Implementation for Unified Quickstart
- Description:
  - This service offering, implements RecoverPoint/SE concurrent local and remote data protection, providing synchronous replication. EMC installs two physical RecoverPoint Appliances per site into the data center infrastructure using EMC VNX splitters.
- Deliverables –
  - Installs and configures a RecoverPoint/SE solution
  - Configures VNX splitter (array-based splitter) on one VNX storage array
  - Installs two RPA clustered at the site
  - Performs all necessary SAN work, which may include:
    - Performing all necessary zoning changes
    - Performing all necessary LUN provisioning
  - Performs all necessary configurations on the clustered RPAs
  - Configures RecoverPoint/SE local and/or remote replications, including consistency groups and replication jobs
  - Verifies the installation and/or configuration results
  - Configure email home and setup notifications and alerts
  - Update the Install Base
- Time Line –
  - Start Date will be coordinated with VBlock implementation timeline and will be a part of the implementation process
  - Implementation will take 1-2 Days
- Risks and Mitigations
  - Replication Sync will not have any impact since RecoverPoint sits outside the data path.
- See data sheet attached.

Project Management:
VCE project management responsibilities (assigned project manager):

- Change control processes
- Problem reporting and escalation process
- Communications flow
- Meetings – purpose, schedules, attendees
Weekly Status
Design review
Planning / Scheduling
Ad-hoc
Closure Meeting
- Milestone and Project Completion Form Signoffs

Client responsibilities:
Customer must:
- Provide at least one technical contact with system administration responsibilities and appropriate system/information access privileges.
- Complete VCE-supplied questionnaires within required timelines.
- Make appropriate system maintenance window(s) available for VCE (including authorized agents of VCE) as needed to prepare equipment. (It is noted that County of Santa Barbara maintenance windows are 7pm to 7am).
- Ensure that all environment and operational requirements are met prior to the commencement of the Service.
- Provide VCE onsite and/or offsite representatives with access to the customer's systems and networks (including, remote systems and remote network access, etc.) as necessary to perform the Service during normal VCE business hours or at mutually agreed times.
- Manage interface with customer's technical support and application teams including all vendors and third parties, as necessary.
- Assume all responsibility for network connectivity (which is not included in the Vblock System solution), performance, and configuration issues.
- Verify that the equipment installation location is prepared prior to the commencement of the Service.
- Assume full responsibility for data backup and recovery.
- VCE is not responsible for any loss of, damage to, or unrecoverable data in connection with the Service.
- Restrict and prevent VCE access to customer data not pertinent to the configuration and deployment of the Vblock System, including but not limited to personally identifiable information.

Exclusions:
Only the work stated in this document is included, and any additional work is out of scope of the Service and must be purchased separately. Specifically excluded services include but are not limited to the following:

- Detailed VMware design, including the implementation, configuration, or integration of VMware vSphere components other than ESXi and vCenter (AMP design is included in the scope of work)
- Customized designs for specific customer applications or quality of service requirements, including a customized storage layout
- Development of a hardening design to meet specific security requirements
- Creation and deployment of virtual machines other than those required for the AMP
- Professional services capacity analysis and planning
- Integration with existing management platforms beyond the routing of alerts to a customer-nominated management server
- Physical build, logical configuration or integration of any component that is not sold integrally as part of the Vblock System
- Third-party application support unless specifically agreed in writing
- Any configuration work to non-virtualized bare-metal servers
- Operational process documentation or "Run Books"
- Any database/application installation and/or replatforming
- Business continuance and/or disaster recovery services
- Physical or virtual migration services
- Provision of the power, cooling, and environmental standards needed to support a Vblock System
- Provision of specific level of security-cleared project resources (standard background checks are performed on each VCE professional services employee) to meet government or customer-specific security requirements
- Any other services offered under separate part number

Completion Criteria:
- Review of Project Status
- Documentation provided to Customer
- Customer Signature of Milestone Completion Form (MCF)
- CSAT (Customer Satisfaction Survey)
- Transition from Deployment and Integration to VCE Support

Total Project Cost:
See quote provided by WWT

Project Team Contact Information:
Project Manager:
- TBD (once PO is issued, PM will be assigned)
Account Team:
- Mary Martinez, VCE mary.martinez@vce.com 408.402.2233
- Phil Sanginario, EMC phil.sanginario@emc.com 310.944.8926